Comparisons of Job Characteristics

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Systems Analysts (15-1051)

Compare Knowledge
Compare Skills
Compare Abilities
Compare Detailed Work Activities
Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge — Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Systems Analysts (15-1051)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Computers and Electronics	8.4	19.3	22.0	>	Current knowledge level is likely sufficient
Customer and Personal Service	11.3	15.4	18.9	>>	Current knowledge level is likely more than sufficient
Education and Training	9.2	13.2	9.3	<<	Extensive education and/or training may be required
Administration and Management	8.4	11.3	8.5	<<	Extensive education and/or training may be required
Engineering and Technology	5.7	11.0	9.7	<	Expanded education and/or training may be required
Telecommunications	3.9	6.8	11.2	>>	Current knowledge level is likely more than sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills — Similarity of Focus Occupation to Associated Occupation: 67

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Systems Analysts (15-1051)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Systems Evaluation	6.4	12.7	7.2	<<	Extensive development of skills in this area may be required
Active Learning	8.7	12.6	9.6	<<	Extensive development of skills in this area may be required
Systems Analysis	6.5	12.6	8.4	<<	Extensive development of skills in this area may be required
Operations Analysis	5.0	10.6	6.7	<<	Extensive development of skills in this area may be required

Quality Control Analysis	5.9	10.3	7.3	<<	Extensive development of skills in this area may be required
Programming	2.2	10.2	3.9	<<	Extensive development of skills in this area may be required
Technology Design	2.6	9.7	3.1	<<	Extensive development of skills in this area may be required
Troubleshooting	4.5	8.9	7.7	<	A higher skill level may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities — Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Systems Analysts (15-1051)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Deductive Reasoning	10.6	13.9	10.6	<<	Extensive improvement in abilities may be required
Information Ordering	9.9	12.9	11.2	<	Some improvement in abilities may be required
Fluency of Ideas	7.6	12.7	7.6	<<	Extensive improvement in abilities may be required
Category Flexibility	9.0	11.8	9.3	<	Some improvement in abilities may be required
Originality	7.6	11.6	7.5	<<	Extensive improvement in abilities may be required
Flexibility of Closure	7.8	10.4	7.9	<<	Extensive improvement in abilities may be required
Mathematical Reasoning	6.3	10.3	6.2	<<	Extensive improvement in abilities may be required
Speed of Closure	5.9	8.8	6.2	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common — Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Systems Analysts (15-1051)

Work Activities	Exclusivity of Activity
Adjust computer operation system	84
Communicate technical information	4
Conduct training for personnel	30
Consult with staff or users to identify operating procedure problems	99
Evaluate computer system user requests or requirements	81

Evaluate prototype computer software systems	89
Follow data security procedures	77
Follow data storage procedures	75
Install computer programs	89
Maintain or repair computers or related equipment	81
Monitor computer operation	85
Program computers using existing software	85
Provide technical computer training	82
Provide technical support to computer users	80
Recommend software or hardware purchases	85
Select business applications for computers	89
Test computer programs or systems	78
Train workers in use of equipment	87
Use computer networking technology	81
Use computers to enter, access or retrieve data	3
Use geographical information system (GIS) software	72
Use interpersonal communication techniques	10
Use knowledge of mainframe computers	78
Use relational database software	26
Use spreadsheet software	18
Write computer software, programs, or code	84

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common	Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Systems Analysts (15-1051)

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content authoring and editing software	1
Data management and query software	1
Development software	4
Industry specific software	1
Network applications software	1
Network management software	37
Networking software	21
Operating environment software	12
Personal communication devices	2
Security and protection software	30
Utility and device driver software	17

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.